

PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, April 14, 2016 in in Board Room A of the Sophie Beaumont Building – 111 North Jefferson Street, Green Bay, WI

Present: Chairman Tom Lund
Paula Laundrie, Susan Hyland, Carole Andrews, JoAnn Graschberger, Craig Huxford

Excused: Bill Clancy

Also

Present: Erik Pritzl, Executive Director
Luke Schubert, Hospital & Nursing Home Administrator
Eric Johnson, Finance Manager
Meghann Reetz-Norton, Nutritional Services Manager

1. Call Meeting to Order:

The meeting was called to order by Chairman Lund at 5:17 pm.

2. Approve/Modify Agenda:

GRASCHBERGER/ANDREWS moved to approve the agenda.
The motion was passed unanimously.

3. Approve Minutes of February 11, 2016 Human Services Board Meeting:

LAUNDRIE/HYLAND moved to approve the minutes dated February 11, 2016.
The motion was passed unanimously.

4. Executive Director's Report:

Executive Director Pritzl had submitted his report with the agenda. He went over some of the key items. Pritzl stated that detox services has been receiving the most interest and attention since we haven't been providing those services for almost four years. We are working on protocols with law enforcement and Corp Counsel.

Pritzl announced that we have received the United Way grant to support the Community Response position for an additional year. This person reaches out to families who have been screened out for child abuse & neglect to provide some support. It is voluntary for families to accept our person coming into their home but the overwhelming majority are not coming back to child protection so the program has been very successful.

HUXFORD/ANDREWS moved to receive and place on file.
Motion was carried unanimously.

5. Presentation re: CTC Food and Nutrition Services:

Nutritional Services Manager Meghann Reetz-Norton gave a Power Point presentation to the board (attached).

Q: Citizen Board Member Hyland asked if we recycle the menu.

A: Reetz-Norton stated that we operate on a 4 week cycle menu and we do change the menus with the seasons. We also put on different food items to correlate with national food days. It is hard to get a lot of local food items because we have to confirm no contamination of products per regulations.

HYLAND/GRASCHBERGER moved to receive and place on file.
Motion was carried unanimously.

6. Administrator Report (CTC):

The NPC monthly report was submitted with the board packet agenda. CTC Administrator Schubert highlighted parts of his report. We are currently looking at contracting out more of our lab services. We are utilizing Bellin more and will analyze the effects of that after 6 weeks to decide how to proceed.

ANDREWS/LAUNDRIE moved to receive and place on file.

Motion was carried unanimously.

7. Financial Report:

Financial Manager Eric Johnson handed out budget sheets to go with his financial report (attached). We are looking close to budget year to date for both Community Programs and the Community Treatment Center.

In regards to 2015, Executive Director Pritzl wanted the board to be aware that we did budget for a deficit due to the Family Care transition. We had more of a deficit than anticipated. Johnson stated we have a better method for projecting which we will use this year.

Q: Citizen Board Member Laundrie asked how the county board felt about this information (regarding our deficit).

A: Executive Pritzl stated there has been limited discussion regarding this at the committee level. With final numbers available now, more discussion can occur.

HUXFORD/LAUNDRIE moved to receive and place on file.
Motion was carried unanimously.

8. Statistical Reports:

Please refer to the packet which includes this information.

9. Approval for New Non-Continuous Vendor:

Please refer to the packet which includes this information.

10. Approval for New Vendor Contract:

Please refer to the packet which includes this information.

ANDREWS/HYLAND moved to receive items 8 – 10 and place on file.
Motion was carried unanimously.

11. Other Matters:

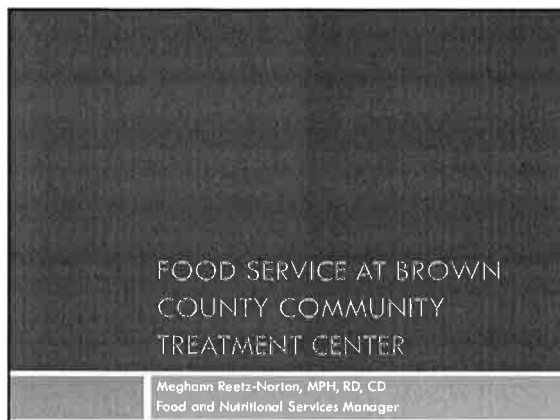
Next Meeting: Thursday, May 12, 2016
5:15 p.m. – Sophie Beaumont, Board Room A

12. Adjourn Business Meeting:

LAUNDRIE/ANDREWS moved to adjourn; motion passed unanimously. Chairman Lund adjourned the meeting at 6:05 p.m.

Respectfully Submitted,

Kara Navin
Office Manager



About BCCTC

- ❑ 63-bed nursing home
- ❑ 16-bed acute care psychiatric hospital
- ❑ 15-bed crisis stabilization CBRF
- ❑ Average census: 70-80/day
- ❑ Number of meals served 2013: 82,519
- ❑ Number of meals served 2014: 83,829
- ❑ Number of meals served in 2015: 82,246

Clinical Nutrition

❑ Registered Dietitian

- ❑ Provides consults and client review on hospital, CBRF, and SNF
- ❑ Promotes healthy lifestyles and assists with chronic and acute disease management



Bay Shore Village Nursing Home



- ❑ Family/restaurant style dining
- ❑ Six individual household dining rooms w/kitchenettes
 - ❑ Seat 10-11 residents + guests
- ❑ Three dietary support kitchens
 - ❑ Used for doing dishes, storing foods for meals, completing paperwork, etc.
- ❑ One to two servers per meal
 - ❑ FSW dish up food for residents
 - ❑ FSW take temps
 - ❑ FSW clean-up and do dishes
 - ❑ CNA acts as "waiter" to pass meal from FSW to resident
- ❑ Culture Change

Bay Haven CBRF

- ❑ Buffet/restaurant style dining
- ❑ One community dining room
- ❑ One kitchenette for floor stock (snacks, meal replacements), dishes, etc.
- ❑ CNA's record meal temps
- ❑ CNA's guide cart to and from unit
- ❑ CNA's bring back dirty dishes to be cleaned in main kitchen



Nicolet Psychiatric Hospital



- ❑ Tray dining
- ❑ Hospital staff send slips with number of clients and diets to kitchen for count
- ❑ FSW and cook complete tray line and load cart
 - ❑ Includes take temps, serving foods, etc.
- ❑ Trays put together in main kitchen
- ❑ CNA retrieves cart from main kitchen
- ❑ CNA passes trays to clients
- ❑ CNA collects trays when clients finish
- ❑ CNA return cart, trays, and dirty dishes to main kitchen to be cleaned.

What Influences the Foods/Non-Foods Purchased?

- Clients
- Price
- Clients
- Quality
- Clients
- Food specification
- Did I mention clients?



Food and Nutrition Laws

- Federal Food Code
- State Food Code
 - DHS 196
- CMS guidelines
 - State Operations Manual
 - 42 CFR 483.25, 483.35
 - Appendix PP, 483.35
- DHS license specific guidelines
 - Chapters 83, 124, and 132



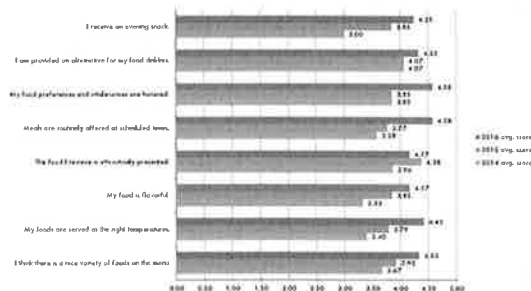
Client Satisfaction – Nursing Home

Client Survey

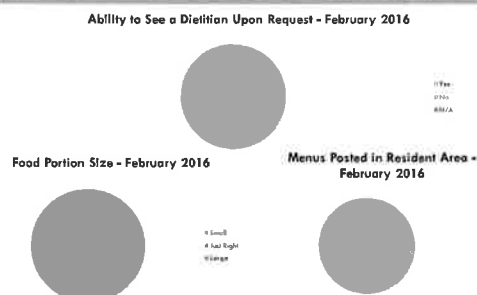
Please circle the number that best describes how often you experience the following. (1 = Never, 2 = Sometimes, 3 = Often, 4 = Always)

Question	1	2	3	4
1. How often do you eat what you want to eat?				
2. How often do you eat what you like to eat?				
3. How often do you eat what you need to eat?				
4. How often do you eat what you can afford to eat?				
5. How often do you eat what you can tolerate to eat?				
6. How often do you eat what you can stomach to eat?				
7. How often do you eat what you can live with to eat?				
8. How often do you eat what you can stand to eat?				
9. How often do you eat what you can bear to eat?				
10. How often do you eat what you can put up with to eat?				

Client Satisfaction – Nursing Home

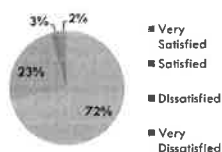


Client Satisfaction – Nursing Home



Client Satisfaction - Hospital

My nutritional and hydration needs were met.



- Client comments:
 - "More groups on coping relaxation techniques. Meals could be improved-not expected 5 star." (May/15)
 - "Need a cafeteria, or more options on the food. Everyone was nice, everything was clean and comfortable. Just need more better food." (August/15)
 - "Give fresh veggies and popcorn!" (September/15)
 - "Meals were not appropriate for adult diet. Staff was friendly and helpful and compassionate. The amount of time was just right gave me time to get my head on straight but not too long. Overall great facility." (February/16)
 - "You need to have softer seats and hotter showers. Bigger book selections and better drinks since you won't allow caffeine." (March/16)

2016 Food and Nutrition Services QAPI SMART Goals

- Cleaning duties will be completed by all staff according to assigned cleaning duty sheets.
 - 2015 average compliance: 60%
 - 2016 goal: 95% or greater
 - 2016 YTD: 89.3%
- Dish machine temperatures will be recorded at breakfast, lunch, and dinner each day for all dish machines utilized in the facility.
 - 2015 average compliance: 94%
 - 2016 goal: 95% or greater
 - 2016 YTD: 94.4%

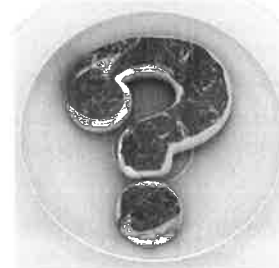
2016 Food and Nutrition Services QAPI Projects

- Goal: To have an improved screening and referral process for clinical nutrition services for clients on NPC.
 - Would like to utilize the St. Andrew's Healthcare Nutrition Screening Instrument which is developed for use with psychiatric populations
- Goal: To have written recipes with nutritional analysis for all normal, therapeutic, and texture altered menu item offered by the facility.
 - Worked with Molly H. to complete contract for MenuMatrix for recipe development and nutrition analysis.
 - Temporary solution
 - Concurrently working to implement the nutrition modules of PCC for tray card
 - Monitoring PCC's goal of offering additional nutrition modules

Other Projects

- Implementing cloud based temperature monitoring system for refrigerator and freezers
- New partnership with ADRC for clinical nutrition services by HS registered dietitian
- Continue to provide nutrition group on NPC twice per week

Questions?





Community Programs

Through 12/31/15

Prior Fiscal Year Activity Included

Summary Listing

Account Classification	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% used/ Rec'd	Prior Year YTD
Fund 201 - CP									
REVENUE									
Property taxes	15,060,752.00	.00	15,060,752.00	1,255,062.63	.00	15,060,752.00	.00	100	15,246,722.00
Intergov Revenue	43,793,652.00	18,305,418.00	62,099,070.00	3,714,987.15	.00	60,030,103.57	2,068,966.43	97	80,816,383.38
Public Charges	1,960,068.00	.00	1,960,068.00	69,601.16	.00	1,836,581.07	123,486.93	94	2,083,562.35
Miscellaneous Revenue	19,400.00	.00	19,400.00	114,797.36	.00	187,506.95	(168,106.95)	967	43,747.97
Other Financing Sources	30,700.00	144,106.00	174,806.00	147,226.30	.00	175,364.30	(558.30)	100	53,090.04
REVENUE TOTALS	\$60,864,572.00	\$18,449,524.00	\$79,314,096.00	\$5,301,674.60	\$0.00	\$77,290,307.89	\$2,023,788.11	97%	\$98,243,505.74
EXPENSE									
Personnel Costs	18,252,054.00	1,474,012.00	19,726,066.00	2,127,162.92	.00	19,566,253.08	159,812.92	99	20,478,657.25
Operating Expenses	44,450,998.00	16,967,511.00	61,418,509.00	4,529,222.51	.00	60,753,140.01	665,368.99	99	79,971,085.70
Outlay	69,507.00	8,000.00	77,507.00	35,421.00	.00	48,448.90	29,058.10	63	20,000.00
EXPENSE TOTALS	\$62,772,559.00	\$18,449,523.00	\$81,222,082.00	\$6,691,806.43	\$0.00	\$80,367,841.99	\$854,240.01	99%	\$100,469,742.95
Fund 201 - CP Totals									
REVENUE TOTALS	60,864,572.00	18,449,524.00	79,314,096.00	5,301,674.60	.00	77,290,307.89	2,023,788.11	97	98,243,505.74
EXPENSE TOTALS	62,772,559.00	18,449,523.00	81,222,082.00	6,691,806.43	.00	80,367,841.99	854,240.01	99	100,469,742.95
Fund 201 - CP Totals	(\$1,907,987.00)	\$1.00	(\$1,907,986.00)	(\$1,390,131.83)	\$0.00	(\$3,077,534.10)	\$1,169,548.10		(\$2,226,237.21)
Grand Totals									
REVENUE TOTALS	60,864,572.00	18,449,524.00	79,314,096.00	5,301,674.60	.00	77,290,307.89	2,023,788.11	97	98,243,505.74
EXPENSE TOTALS	62,772,559.00	18,449,523.00	81,222,082.00	6,691,806.43	.00	80,367,841.99	854,240.01	99	100,469,742.95
Grand Totals	(\$1,907,987.00)	\$1.00	(\$1,907,986.00)	(\$1,390,131.83)	\$0.00	(\$3,077,534.10)	\$1,169,548.10		(\$2,226,237.21)



CTC Operating Results

Through 12/31/15
Prior Fiscal Year Activity Included
Summary Listing

Account Classification	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% used/ Rec'd	Prior Year YTD
Fund 630 - CTC									
REVENUE									
Property taxes	2,578,283.00	.00	2,578,283.00	214,856.88	.00	2,578,283.00	.00	100	2,597,267.00
Intergov Revenue	3,893,727.00	.00	3,893,727.00	191,106.06	.00	3,539,208.07	354,518.93	91	4,131,030.13
Public Charges	4,914,426.00	.00	4,914,426.00	461,059.61	.00	2,972,805.81	1,941,620.19	60	3,984,123.24
Miscellaneous Revenue	1,534,626.00	.00	1,534,626.00	117,513.83	.00	1,456,406.04	78,219.96	95	1,631,241.47
Other Financing Sources	.00	92,333.00	92,333.00	85,537.23	.00	110,336.23	(18,003.23)	119	929,046.43
REVENUE TOTALS	\$12,921,062.00	\$92,333.00	\$13,013,395.00	\$1,070,073.61	\$0.00	\$10,657,039.15	\$2,356,355.85	82%	\$13,272,708.27
EXPENSE									
Personnel Costs	9,427,173.00	92,333.00	9,519,506.00	1,107,701.16	.00	9,353,076.79	166,429.21	98	9,525,447.35
Operating Expenses	4,290,189.00	.00	4,290,189.00	425,658.03	.00	4,342,743.69	(52,554.69)	101	4,437,378.07
Outlay	.00	.00	.00	.00	.00	633.67	(633.67)	+++	.39
EXPENSE TOTALS	\$13,717,362.00	\$92,333.00	\$13,809,695.00	\$1,533,359.19	\$0.00	\$13,696,454.15	\$113,240.85	99%	\$13,962,825.81
Fund 630 - CTC Totals	\$12,921,062.00	\$92,333.00	\$13,013,395.00	\$1,070,073.61	\$0.00	\$10,657,039.15	\$2,356,355.85	82	\$13,272,708.27
REVENUE TOTALS	12,921,062.00	92,333.00	13,013,395.00	1,070,073.61	.00	10,657,039.15	2,356,355.85	82	13,272,708.27
EXPENSE TOTALS	13,717,362.00	92,333.00	13,809,695.00	1,533,359.19	.00	13,696,454.15	113,240.85	99	13,962,825.81
Fund 630 - CTC Totals	(\$796,300.00)	\$0.00	(\$796,300.00)	(\$463,285.58)	\$0.00	(\$3,039,415.00)	\$2,243,115.00		(\$690,117.54)
Grand Totals									
REVENUE TOTALS	12,921,062.00	92,333.00	13,013,395.00	1,070,073.61	.00	10,657,039.15	2,356,355.85	82	13,272,708.27
EXPENSE TOTALS	13,717,362.00	92,333.00	13,809,695.00	1,533,359.19	.00	13,696,454.15	113,240.85	99	13,962,825.81
Grand Totals	(\$796,300.00)	\$0.00	(\$796,300.00)	(\$463,285.58)	\$0.00	(\$3,039,415.00)	\$2,243,115.00		(\$690,117.54)